

# Responsible Practices to Work with Intoxicated Patrons and Under 21 Individuals

## Suggestions for Responsible Hospitality

**It is illegal to sell alcohol to intoxicated individuals, individuals known to be “habitual drinkers”, the mentally deficient, those of unsound mind and minors under the age of 21.**

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- Refuse service to those who are intoxicated.
- Avoid promotions that encourage over consumption.
- Have a written policy listing step by step instructions on what a server should do if a patron becomes intoxicated.
- Train staff on responsible alcohol service policies.
- Publicize alcohol policies in visible locations.
- Monitor guests' consumption of alcohol beverages.
- Encourage food sales and nonalcoholic drinks. Place a glass of water down, without asking, to accompany the first alcoholic drink.
- Do not allow staff to consume alcohol while working.
- Encourage servers to ask for an ID whenever they are in doubt of a patron's age.
- Arrange alternative transportation and/or lodging for guests who may become alcohol impaired.